

### Potential Referral Sources for Protective Services

Senate Bill 699, Act 70 of 2010, passed the General Assembly and was signed by the Governor on October 7, 2010. Act 70 establishes the Adult Protective Services program under the Department of Public Welfare to protect individuals age **18 to 59** with disabilities. Disability groups have long advocated for an adult protective services system to protect physically and cognitively impaired adults.

The Department of Public Welfare (DPW) is currently working on regulations to establish the adult protective services in the Commonwealth. While this work is going on, **we provide the following resources to make a referral if an adult may be in need of protective services:**

- If the individual does not have a life threatening illness or emergency, but needs medical care, the caller should contact the individual's doctor or physician.
- If you suspect a crime has been committed, refer the caller to the local or state law enforcement agency. Local police department contact information is available at <http://www.usacops.com/pa> and the state police county contact information is available at:  
<http://www.portal.state.pa.us/portal/server.pt?open=512&objID=4451&&PageID=452879&level=2&css=L2&mode=2>.
- If the person has a brain injury, the called can be referred to call **1-866-412-4755**, the Brain Injury Helpline.
- If the individual has a disability, the caller can contact Disability Rights Network, 1-800-692-7443, information is also available on their website at, [www.drnpa.org](http://www.drnpa.org)
- If the individual is under the age of 18, child protective services are available. The caller can contact Child Line at **1-800-932-0313**.

<b>If the person has a physical disability:</b>	<b>If the person has a intellectual disability:</b>	<b>If the person has a mental health disability:</b>
<p>And resides in a nursing home, refer to the Department of Health at <b>1-800-254-5164</b> or <b>(717) 787-1816</b> to file a complaint.</p> <p>And resides in a personal care home, refer to the Department of Public Welfare at <b>1-877-401-8835</b> to file a complaint.</p> <p>And receives services from the Office of Long Term Living through one of the Medical Assistance Waiver Programs or the Act 150 programs refer to <b>1-800-757-5042</b>.</p>	<p>The caller can contact the appropriate Administrative Entity or county MH/IDD office or contact the Office of Developmental Programs' Customer Service Line at: <b>1-888-565-9435</b> and they will be directed to the appropriate agency.</p>	<p>Contact the Office of Mental Health and Substance Abuse complaint and concern line at: <b>1-877-356-5355</b>.</p> <p>Information can then be referred to the appropriate county mental health agency or the Office of Mental Health and Substance Abuse Community Program Manager.</p>